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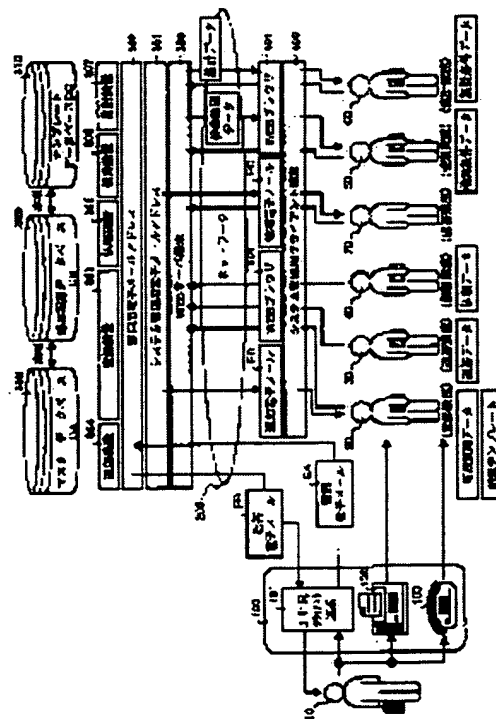
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(54) ELECTRONIC MAIL SYSTEM, ELECTRONIC MAIL PROCESSOR, ITS PROCESSING METHOD, AND COMPUTER READABLE STORAGE MEDIUM RECORDING ELECTRONIC MAIL PROCESSING PROGRAM

(57)Abstract:

PROBLEM TO BE SOLVED: To improve the quality of service to users at a low cost and to improve the efficiency of operator's work, business work, development work, etc.

SOLUTION: An electronic mail system consists of user client terminals 101 installed on respective user 10 sides to execute inquiries, a plurality of system managing client terminals 400 installed on the service provider side execute operations concerning the inquiries and a web server terminal 300 which can be accessed from the plurality of user client terminals 101 and the plurality of system managing client terminals 400 through a network 200. The system is also provided with a correspondence recording data base(DB) 309 consisting of inquiries and data concerned with their correspondence states, and the plurality of system managing client terminals 400 individually prepare answer data to a certain inquiry by individually accessing the common correspondence recording DB 309.



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